

**XXXX Agency
CAP/C Case Management**

CAP/C Manual Policy and Procedures Number:

Subject: Waiting list management

- I. **PURPOSE:** This policy is designed to describe the process that applicants for the CAP/C program in XXXX County is placed on any waiting list. It also describes the reporting of waiting list to other involved agencies.
- II. **POLICY:** When a referral has been approved by Division of Medical Assistance as being appropriate for CAP/C initial assessment, a patient is to have that assessment scheduled. At times the availability of case management staff does not allow for an immediate assessment to be accomplished. During these times the patient is placed on a list that is maintained chronologically. Guardians are contacted to let them know of the approximate length of the wait. They are also provided information about contacting the CAP/C coordinator for any change in the child's status. At times patients need to be admitted out of sequence due to the need to start services prior to discharge from a facility, or for other extenuating circumstances. This change may be made at the discretion of the CAP/C Coordinator.

An update on the number of patients on the waiting list is given to DMA staff by the 5th of each month. A report detailing efforts to reduce the wait is included in this report. A copy of the waiting list is also reviewed with the Director of the CAPMR/DD program for XXXX County by the 5th of each month.

III. **PROCEDURE:**

1. Upon approval from DMA, the client is:
 - Added to waiting list.
 - Evaluation made to determine the timing of admission. Patients requiring services to be discharged from hospital or nursing facilities may be given preference.
 - Information about that patient's number on list and demographic information is provided to administrative staff.
 - Letter sent to family making them aware of wait; provide contact information for CAP/C Coordinator for any updates or questions. A request for pertinent information relayed to family to assist in the assessment process.
 - Family returns information packet and documentation. Chart created.
 - Contacts with family recorded in "CAP/C Referral/Question Log." Evaluation made if child needs services more quickly.

Reference: CAP/C Manual 3.2.2, 3.2.7

Date of Origination: 3/2007

- Family contacted via mail or phone to begin the assessment process.
2. By the 5th day of each month the waiting list is faxed to the assigned CAP/C Consultant at Division of Medical Assistance. A report accompanies the list detailing efforts to minimize the wait for services.
 3. Copy of waiting list faxed to the lead agency for CAP/MRDD. This assists their staff in planning purposes.

SAMPLE